1	2	3	4
15.	Central Bank of India	24	20
16.	Corporation Bank	11	6
17.	Dena Bank	4	15
18.	Indian Bank	2	10
19.	Indian Overseas Bank	36	31
20.	New Bank of India	..	2
21.	Oriental Bank of Commerce	1	5
22.	Punjab National Bank	28	26
23.	Punjab & Sind Bank	2	..
24.	Syndicate Bank	26	24
25.	Union Bank of India	7	11
26.	United Bank of India	9	4
27.	UCO Bank	13	6
28.	Vijaya Bank	6	5

*Rank-wise details are not maintained.

Raids Conducted by the Directorate of Revenue Intelligence at Calcutta

*126. SHRI SANTOSH BAGRODIA : Will the Minister of FINANCE be pleased to state :

(a) whether the Directorate of Revenue Intelligence conducted raids at the business and residential premises of a leading jute baron in Calcutta during the month of March, 1989 ;

(b) if so, what are the details of incriminating documents, gold, cash etc. seized during the raids;

(c) what action Government have taken in the matter; and

(d) what are the names of the companies in which this jute baron is the leading schareholder ?

THE DEPUTY MINISTER IN THE MINISTRY OF FINANCE (SHRI ANIL SHASTRI) : (a) The business and residential premises of a leading jute industrialist Shri Arun Bajoria in Calcutta were searched on the 16th March, 1990 by the Enforecement Directorate and not by the Directorate of Revenue Intelligence.

(b) Some documents and foreign currency worth U.S. $ 20/-, in the form of travellers cheques, were seized. Seized documents indicated that the industrialist has been maintaining two unauthorised joint accounts abroad in the names of himself and his wife for the last 10 years. The total of the credit entries in these accounts works out to about Rs. 35 crores.

(c) The industrialist was arrested on the 16th March, 1990 and was subsequently released on bail as per the order of the Calcutta High Court dated the 17th March, 1990.

(d) As per information available, the industrialist is the controlling

shareholder in the following companies :

(i) J.& R. Hutchison Ltd.

(ii) The Hooghly Mills Co. Ltd.

(iii) Meenakshi Projects Ltd.

(iv) Anandam Ltd.

(v) Hitchi Properties (P) Ltd.

Outstanding dues of NALCO against State Electricity Board, Orissa

*128. SHBI BASUDEB MOHAPATRA : Will the Minister of STEEL AND MINES be pleased to state:

(a) whether it is a fact that the Orissa State Electricity Board owes over a crore of rupees to National Aluminium Company Ltd. (NALCO) towards arrears in payment of dues for supply of power to its grid ;

(b) if so, what are the details thereof ;

(c) how much power is being produced from the captive power units of NALCO per annum; and

(d) what action has been taken by Government to realise the arrear?

THE MINISTER OF STEEL AND MINES WITH ADDITIONAL CHARGE OF THE MINISTRY OF LAW AND JUSTICE (SHRI DINESH GOSWAMI) : (a) and (b) Orissa State Electricity Board (OSEB) owes National Aluminium Company Limited (NALCO) about Rs. 50 crores as dues for supply of power.

(c) During 1989-90, NALCO produced 2533 million units from its Captive Power Plant at Angul.

(d) NALCO is in regular contact with OSEB to recover the arrears.

Deterioration in Customer Service in Nationalised Banks

*130. SHRI MENTAY PADMANABHAM : Will the Minister of FINANCE be pleased to state :

(a) whether there has been a deterioration in customer service in nationalised banks in the past two years ;

(b) whether it is a fact that the Branch Managers are not empowered to deal with erring staff in matters of efficiency and courtesy;

(c) whether it is also a fact that the delay involved in cashing outstation cheques is considerable ;

(d) whether it is also a fact that banks refuse to issue demand drafts for places where their branches are not situated; and

(d) if so, what steps are being taken to ensure better customer service in the nationalised banks ?

THE DEPUTY MINISTER IN THE MINISTRY OF FINANCE (SHRI ANIL SHASTRI) : (a) to (e) While the scope and need for improving further the customer serbice in banks is recognised, according to available assessment, there has been improvement in the customer service of the banks in the past two years.

Reserve Bank of India has reported that the Branch Managers have powers/authority to deal with erring staff in matters of efficiency and courtesy.

It has been the endeavour of the public sector banks to effect clearance of outstation cheques as speedily as possible. Introduction of Magnetic Ink Character Recognition (MICR) technology, computerisation of Clearing Houses, establishment of National Clearing of outstanding MICR cheques and increased use of courier service are